



Residence Life & Housing | West Chester University | 202 Lawrence Center
West Chester, Pennsylvania 19383 | 610-436-3307 | fax: 610-430-5945 |
www.wcupa.edu/residencelife

WCU MANAGED COMMUNITY LIVING HANDBOOK 2024-2025

Welcome Home, Golden Ram!

As you embark on your journey in WCU Managed Housing, it is my pleasure to present the Community Living Handbook, a vital resource designed to guide you through your experience and help you make the most of your time here. This handbook is more than just a collection of policies and procedures; it is a roadmap to creating a vibrant and supportive community where everyone can thrive.

Living in a residence hall is an opportunity to engage with a diverse group of individuals, build lifelong friendships, and develop skills that will serve you well beyond these walls. Our primary goal is to foster an environment where every resident feels welcome, respected, and empowered to succeed.

The guidelines and policies outlined in this handbook are designed to create a harmonious living experience, encourage personal responsibility, and promote a sense of belonging among all residents.

We believe that a thriving community is built on mutual respect, open communication, and active participation.

We encourage you to familiarize yourself with the contents of this handbook and to reach out if you have any questions or need further assistance. Your engagement and contributions are vital to the success of our community, and we are here to support you every step of the way.

My Ram Best,

A handwritten signature in black ink that reads 'Leah K. Tobin'.

Leah K. Tobin, Ph.D.

Director of Residence Life & Housing

Desk Hours & Community Space Use. All WCU Managed Residence Halls have front desks that are accessible to students to check out loaner keys, receive packages, check out supplies for community spaces, and ask questions.

Desks in WCU Managed Residences Halls are open from 11am-8pm every day but are subject to change. If a desk is closed, please utilize the signage posted at the desk for information regarding next steps.

All WCU Managed Residence Halls have Community Spaces students can use at their leisure. These spaces may be kitchens, lounges, lobbies, etc. and are open to all residents living in each specific residence hall. The University provides furniture for the communal areas of each residence hall. The furniture is there for the use and comfort of all students on the floor and in the building. Thus, the furniture needs to stay in those designated locations. Students who remove furniture from its designated communal area may be subject to disciplinary action.

Mail & Packages. Each student is provided with a mailbox on campus for packages and letter mail to be delivered. At the beginning of each semester, students will receive an email that details instructions about the mail process with specific information related to their mail key, mail combination, and how to have packages delivered to campus.

Students can have mail delivered throughout the duration of the fall and spring semesters but there will be an interruption to mail services for the winter and summer breaks when the residence hall closes for an extended period. Students will be emailed instructions before these breaks to inform them of the interruption and how they should stop any mail deliveries from coming to the residence halls. Failure to stop mail deliveries may result in mail being returned to the sender or packages being lost and/or donated. It is the students' responsibility to notify friends, family, and official correspondents of any address changes during university mail periods to ensure mail is delivered accurately.

Mail should be addressed as follows to each residence hall:

<https://www.wcupa.edu/services/residenceLife/mailService.aspx>.

Trash. The Resident will not allow trash or garbage to accumulate inside or outside of the Unit. The Resident is responsible for placing all trash or debris in the appropriate receptacle, either a trash room or dumpster. The Resident will not bring any hazardous or dangerous materials into the Premises or onto the Facility. The Resident will not dispose of any dangerous or hazardous materials at the Premises or the Facility. If the Resident encounters any of the materials mentioned above at the Facility, the Resident must immediately notify Residence Life and Housing.

Room Change Process. Residence Life and Housing invites students to participate in the Room Change Process for all WCU Managed Residence Halls three weeks after the start of the corresponding semester. Students unhappy with their current room assignment or want to move to another vacant campus space can submit a request to inform our Residence Life and Housing staff.

Students interested in requesting a room change should submit the Room Change Request Form as it becomes available for all students. Students will be sent an email in advance by the

Residence Life and Housing Office outlining important dates, how to submit the form, and expected next steps what the form is completed. Once the Room Change Request Form is submitted, the student will meet with a Residence Life and Housing Professional to discuss the request and determine if a new room assignment is available. Please know that all Room Change Requests may not be approved and are subject to availability.

If a students' Room Change Request is approved, the student agrees to abide by any moving instructions directed by the Residence Life and Housing Office. Oftentimes, the request is made by Residence Life and Housing for the student to complete the move-in to the new room and check-out of the old room within 48 hours. Failure to do so may result in the consequences outlined in the Housing Occupancy Agreement.

Submitting a Work Order. Students identifying a facility/custodial concern should submit a work order for an item(s) to be addressed as soon as possible. Basic facility/custodial concerns should be submitted by work order at the link below:

<https://www.wcupa.edu/services/residenceLife/maintenanceServices.aspx>

Students should report issues regarding heating/cooling, water leaks, broken windows/glass, unsecure doors, loss of hot water or overflowing toilet immediately at any time of day. During business hours Monday-Friday (8am-4pm), students should call Residence Life and Housing at 610-436-3307. After 4pm Monday-Friday or on the weekends, please call Public Safety to report concerns at 610-436-3311.

Extermination, Bed Bugs, Fleas & Other Pests. Residents must inspect the Unit for bed bugs, fleas, and other pests, within 24 hours after moving in. If Resident does not notify Residence Life and Residence Life and Housing Services of bed bugs within 24 hours, then Resident agrees that no presence infestation of bed bugs exists upon move in. Future identification of pest infestation will be at the University direction with their contracted agent and at the resident's expense.

Mold. Mold growth in the unit depends mainly on how the Resident(s) manages and maintains the Unit. The Resident(s) must promptly notify RLH of any mold conditions. RLH and its agents will not be responsible for any illness, injury, or damage relating to mold if caused (or partially caused) by the Resident's failure to clean and maintain the Unit or promptly notify RLH of mold. It is the Resident(s) responsibility to minimize the potential for mold growth in the premises by doing the following:

- a) The resident is responsible for reporting any water leaks.
- b) Remove visible moisture accumulation on windows, walls, ceilings, floors, and other surfaces as soon as possible.
- c) Bathroom exhaust fans are required during showering and residents should keep shower curtains inside the tub fully closed. The resident will not allow any standing water to remain present on the interior of the premises. Residents must report any standing water in common areas (if applicable).
- d) Keep the dwelling clean (regular vacuuming, cleaning and use products to remove mildew growth, especially in bathrooms and kitchens).

- e) The Resident is responsible for keeping the humidity and climate in the apartments at reasonable levels. The Resident is responsible for reporting the malfunction of any heating, air-conditioning, or ventilation system that can affect the humidity levels.
- f) If the humidity level is above 65% outside, it is required to have the AC running and windows closed; otherwise, it will create conditions for mold growth.
- g) The Resident is responsible for the removal of mold growth on surfaces on the interior of the property. Residence Life and Housing reserve the right and the option to hire contractors to remove such mold growth, and the Resident will be billed for the expense.
- h) The Resident is responsible for reporting any mold growth on the premises.
- i) The Resident should NEVER run the HVAC unit while the windows are open.

Surge Protectors. Residents must ensure that the following specifications are met:

- 15 amps rating
- 14-gauge wire minimum
- Built-in circuit breaker
- 1875-watt maximum power
- UL listed

A surge protector must be plugged directly into the wall outlet. One surge protector should never be plugged into another surge protector. Do not cover power surge protectors with clothing, paper, rugs, or any combustible material. Appliances such as a MicroFridge or a refrigerator should be plugged directly into a wall outlet and should not be plugged into a surge protector.

Internet Service. West Chester University's Information Services and Technology (IS&T) group provides wireless Internet and network access across WCU's entire campus. Residents, living on campus, are not permitted to operate personally owned routers, switches, bridges, Wi-Fi access points, MiFi hotspots or wireless extenders as these devices can interfere with the University-wide campus network and can degrade the wireless network service/performance for everyone. The Student IT Help Desk, under IS&T, is the single point of contact for all WCU Student technology services including configuration and assistance with connecting to WCU's wired and wireless networks. More information can be found on [IS&T's Website](#).

***The document is subject to change at any time. Updates will provided via email to residents.
Last updated August 2024.***